

When is my registration due?

- All registrations must be renewed by June 30th of each year (expiration date is shown on your registration certificate). Renewals submitted after July 1st will be charged a \$25 late fee in addition to the \$50 renewal fee.

Can you waive the late fee for renewals?

- No, the Code of Virginia sets the late fee and we have no authority to waive any provisions set.

Is there a different application for renewals?

- Renewals follow the same procedures as initial registrations – you will need to login to your account to start the renewal process. If you do not remember your password, you can request a temporary password (see section for requesting a temporary password). Please note: too many unsuccessful login attempts will lock your account. We cannot unlock it – you must wait for 30 minutes before you will be able to attempt to login again.

Why doesn't my password work?

- For existing passwords:
 - Make sure your Caps Lock is off. If you are using an extended keyboard, make sure your Num Lock is on.
 - If your password was created using special characters (@, #, %, &, *) the system **WILL NOT** recognize it. If you used a special character to create your password, you will need to request a temporary password to re-enter the database and create a new password that does not contain a special character.
- When creating a new password:
 - Make sure you have met all requirements when creating a new password:
 - ❖ The password must be at least 8 characters long
 - ❖ The password must contain at least one capital letter
 - ❖ The password must contain at least one number
 - ❖ The password must contain at least one punctuation mark (., - _ : ; ' "). **DO NOT USE SPECIAL CHARACTERS (@ # \$ % & *)**
 - ❖ If you have questions on how to create a new password then please see our "Change Password" tutorial.

How do I obtain a copy of my certificate?

- You will not be able to print your certificate until you receive an email indicating your registration has been issued. To print your certificate, you will need to login to your account and click on the "Print Certificate" button on your most current record. If you have any issues, please see our tutorial on "Printing Your Certificate."

I received an email asking for additional information?

- If something is missing or your application is found non-compliant we will promptly notify you with as much information as possible so you can make corrections and resubmit your application. If it is unclear to you what information we are seeking then feel free to email or call with any questions.

Can someone else complete my application?

- No, this is your application and registration in which you are confirming the information is true and correct.

Can someone else call to verify completion and/or make requests on my behalf?

- No, we cannot answer or release information regarding your pending application to anyone other than you.

What if my email address has changed from the first time I registered?

- Please contact the office so we can change the email address on your original account. You cannot do this without our assistance.